

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 272400  
Fort Collins, Colorado 80527-2400

01-16-01

PATENT APPLICATION

ATTORNEY'S OFFICE NO. 20990041US

IN THE U.S. PATENT AND TRADEMARK OFFICE  
Patent Application Transmittal Letter

COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): ☒ Utility ☐ Design

☒ original patent application,  
☐ continuation-in-part application

1c564 U.S. PTO  
09/760099  
01/11/01

INVENTOR(S): ULMER, F., ET AL.

TITLE: SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR PROVIDING A REMOTE  
SUPPORT SERVICE

Enclosed are:

- ☒ The Declaration and Power of Attorney. ☐ signed ☒ unsigned or partially signed  
☒ 17 sheets of drawings (one set) ☐ Associate Power of Attorney  
☐ Form PTO-1449 ☐ Information Disclosure Statement and Form PTO-1449  
☐ Priority document(s) ☐ (Other) (fee \$ )

| CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY       |                     |                     |             |               |
|--|---------------------|---------------------|-------------|---------------|
| (1)<br>FOR   | (2)<br>NUMBER FILED | (3)<br>NUMBER EXTRA | (4)<br>RATE | (5)<br>TOTALS |
| TOTAL CLAIMS                                       | 16 — 20             | 0                   | X \$18      | \$ 0          |
| INDEPENDENT<br>CLAIMS                              | 4 — 3               | 1                   | X \$80      | \$ 80         |
| ANY MULTIPLE<br>DEPENDENT CLAIMS                   | 0                   |                     | \$270       | \$ 0          |
| BASIC FEE: Design (\$320.00 ); Utility (\$710.00 ) |                     |                     |             | \$ 710        |
| TOTAL FILING FEE                                   |                     |                     |             | \$ 790        |
| OTHER FEES   |                     |                     |             | \$            |
| TOTAL CHARGES TO DEPOSIT ACCOUNT                   |                     |                     |             | \$ 790        |

Charge \$ 790 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL725356888US

Date of Deposit JAN. 11, 2001

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231.

By

Typed Name: DAVID L. BARNES

Respectfully submitted,

ULMER, F., ET AL.

By

PAUL D. GREELEY

Attorney/Agent for Applicant(s)

Reg. No. 31,019

Date: JAN. 11, 2001

Telephone No.: (203) 327-4500